



COVID-19 Emergency Operations Center

SOP No: MS-139

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Standard Operating Procedure Patient Room Changes

Subject: Patient Room Changes while at Medical Sheltering Sites

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on the process of changing a patient's room while mid-quarantine at a Medical Sheltering site.

2. Possible Reasons for Changing Rooms

- Maintenance Issues
- Plumbing Issues
- Patient Family Conflict with one-another
- Behavioral or medical Issues requiring better location for observation by security or clinical

3. Procedures

Once an issue is identified as a potential cause to relocate a patient to a new room, work with case management and clinical to assess best resolution.

- **Changing Room for Maintenance or Plumbing**
 - Review Maintenance SOP 133 to resolve maintenance issue itself.
 - Site Management to determine if issue is resolvable by coaching patient, covid-tech or Resident Aide to fix.
 - If issue requires greater specialization to resolve, work with clinical and case management to determine alternative room to relocate patient to.
 - Consider any potential connections to the original room issue that may affect placement in new room.

- *Example:* Plumbing & Electrical issues usually affect more than one room. Understand the electrical and pipe grids so you don't place the patient in a room that will be affected by the same issue.
 - Have patient pack up all of their belongings and have covid-tech assist patient in relocating to new room.
 - Have patient review everything from old room to determine they did not leave any of their belongings behind.
- **Changing Rooms for Family Conflict**
 - Some patient intra-family conflicts may need to be resolved by offering the space of an additional room or may require separating the parties.
 - When a conflict within a family arises, work with Clinical, DMH, and Case Management to determine the best solution.
 - Note: a minor will always require a guardian to be present in the same room unless Clinical determines an exception is needed.
 - Consider any potential benefits or challenges to the family conflict issue that may affect placement in new room.
 - *Example: perhaps the family will benefit from still being in proximity to each other if they have children and rooms next to each other may alleviate the strain in the shared occupancy of one room*
 - *Example: perhaps the patients are becoming violent or abusive to one another and relocating one of the parties at a further away room would be the best solution*
 - Have patient pack up all of their belongings and have covid-tech assist patient in relocating to new room.
 - Have patient review everything from old room to determine they did not leave any of their belongings behind.
- **Changing Rooms for Medical or Behavioral Issue**
 - If a patient is exhibiting medical or behavioral issue, work with Clinical, DMH, and Case Management to determine the best solution based off of the circumstances
 - Consider any potential benefits or challenges to the issue that may affect placement in new room.
 - *Should patient be better observed from Security Posts, or more accessible to Clinical response for medical emergency*
 - If patient is able, have patient pack up all of their belongings and have covid-tech assist patient in relocating to new room.
 - Have patient review everything from old room to determine they did not leave any of their belongings behind.
- After patient is relocated, make sure all departments are informed of the new room data to ensure all tracking logs are updated.
- Determine if room can be submitted for cleaning per the arranged schedule or if a greater Maintenance resolution is needed prior to that step.

4. References

- SOP133 – Building Maintenance

- SOP129 – Client to Staff Threats and Assault
- SOP130 – Client to Client Threats and Assault
- SOP134 – Room Selection